

IDENTIFICATION DISCOUNT
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Provision to persons 60 years of age and older of a card which verifies their age and which can be used as identification to cash checks and to obtain discounts for goods and services.

Eligible Population

Persons 60 years of age and older. Priority shall be given to older individuals who are in the greatest economic and social need, with preference given to low-income minority individuals and to those older persons residing in rural or geographically isolated areas.¹

Service Delivery Elements

Agencies providing an Identification/Discount service must perform all of the following component:

Assessment: The process of identifying, analyzing, and prioritizing the needs of older persons, utilizing the Virginia Service – Quick Form and other client assessment documents. Federal Poverty/VDA Sliding Fee Scale is required, unless all information needed to determine federal poverty is documented on Virginia Service – Quick Form.

Card: The process of issuing an identification/discount card to persons 60 years of age and older.

Administrative Elements

Staff Qualifications:

Staff qualifications for the Identification/Discount service shall be established by Area Agency on Aging policy.

Job Descriptions:

For each paid and volunteer position funded by Title III of the Older Americans Act, an Area Agency on aging shall maintain:

- A current and complete job description which shall cover the scope of a I.D. Discount staff duties and responsibilities; and
- A current description of the minimum entry-level standards of performance for each job.²

Units of Service:

Units of service must be reported in AIM for each client receiving services. Services units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- The number of cards issued to an individual.

¹ Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

² 22 VAC 5-20-250, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

Program Reports

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month.

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.³

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁴

And/or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁵

Quality Assurance

Staff Training:

- Identification/Discount Program staff should receive orientation on agency policies and procedures, client rights, community characteristics and resources, and procedures for conducting the allowable activities under this service.
- Identification/Discount Program staff should receive a minimum of 10 hours in-service training, the content of which to be based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service.

Program Evaluation:

The agency shall conduct regular systematic analysis of the persons served and the impact of the service. Subcontractors shall be monitored annually.

Client Records:

Service providers must maintain specific program records that include:

- Virginia Service – Quick Form (At a minimum, this form must be updated annually).
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

³ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

⁴ Older Americans Act of 1965, as amended, Section 315(a)

⁵ Older Americans Act of 1965, as amended, Section 315(b)